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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/660,785	
	Filing Date	September 13, 2000	
	First Named Inventor	Hansen, Benjamin E.	
	Art Unit	2645	
	Examiner Name	Roland G. Foster	
Total Number of Pages in This Submission	1	Attorney Docket Number	020366-069210US

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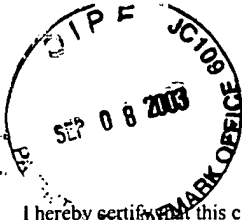
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Date	September 5, 2003	

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

AMENDMENT

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Sir:

In response to the Office Action mailed June 5, 2003, please enter the following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.